



## W-2 Reprint Request Process



The Personnel Cabinet processes reprint requests received from 1) current employees through **Employee Self-Service (ESS)** and 2) agencies through the **Business Request** process.

1. Requests received through ESS (from current employees) are ideal and provide:
    - Better security. It is more likely that a request has come directly from the employee.
    - More flexibility. Employees may request to receive the reprint via mail, fax, or pick-up at the KY State Office Building.
    - Opportunity for update. If the reprint is requested due to an incorrect address and undeliverable W-2, the employee is given the opportunity to update their information before submitting their request.
- NOTE: Please refer any current employee with computer access, to ESS for their reprint request.
2. Requests received from agencies through the Business Request process (for current and past employees) require the following process/steps be taken:
    - a. *Before submitting the request:* Verify the identity of the employee by confirming their 1.) SSN, 2.) DOB, 3.) Name and 4.) Address in KHRIS. If any of the first three items cannot be confirmed, the request should be denied. If only their address does not match, a copy of a driver's license (or other photo ID) reflecting the new address should be obtained to verify a new address. Additionally, their home address in KHRIS should be updated to avoid future undeliverable mail items.
    - b. *Submitting the request:* Create a Business Request (Payroll/W2 or W2C) using W2 and the employee's last name (if for only one employee) as the subject. In the description, list the employee's name, PERNR\*, the years that the reprint request is needed for and how it should be returned (mail to employee's home address, employee pick-up at KSOB, messenger mail or fax to agency).  
\*If the request is for a pre-KHRIS employee and there is not a PERNR, please include the details (including SSN) in an *attachment* to the Business Request. Do **NOT** include SSN within the subject or description.
    - c. *Closing the request:* Once the request has been processed, the Personnel Cabinet will close the business request ticket. Once the agency receives those items they should be provided to the employee as requested, unless the request directed items to be provided directly to the employee by the Personnel Cabinet. Documentation of the agency's fulfillment of the request is recommended, should the employee fail to receive the reprinted W-2.

**Questions:** Answers to commonly asked W-2 questions are available on the HR site and have been posted to the Personnel Cabinet website under [Documents in Demand](#) for employees to access on their own. If you receive a question that you are unable to answer, please submit a Business Request.